6121 SmartCard Service Manual

This document covers setup of the 6121 SmartCard, some Troubleshooting tips and an advanced troubleshooting section.

Setting up a 6121 SmartCard Hardware Key: The smartcard and associated reader need to be set up in order for the system to recognize it.

Troubleshooting the 6121 SmartCard: Use this section if you are having any problems getting the setup to work correctly.

Detailed Instructions for Adding a Second SmartCard: IST will by default only allow one smartcard per user. However, if you currently have a smartcard (e.g., a 6020),

Detailed Instructions for Updating the Windows SmartCard Driver: Your operating system may not recognize the smartcard device.

Advanced Troubleshooting for 6121 SmartCard: Safeguard Smartcard provider does not appear in the control panel or you get an error indicating that there is no card present and you should repair the driver Use this procedure with caution since it will make a change to your registry. You also need to have a patch file – contact gregory.loya@philips.com if you choose to try this procedure.

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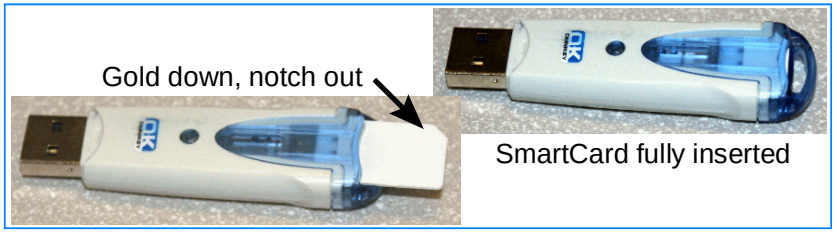
SETTING UP A 6121 SMARTCARD HARDWARE KEY

IST 2.x now charges the 6121 (and 6020) hardware keys when IST is running and the key is inserted into the USB port.

For the 6121 to operate correctly, make sure the smartcard is inserted into the reader with the gold side down and the notch out. →
You need to have the following, available on the Zeppelin Toolkit CD:

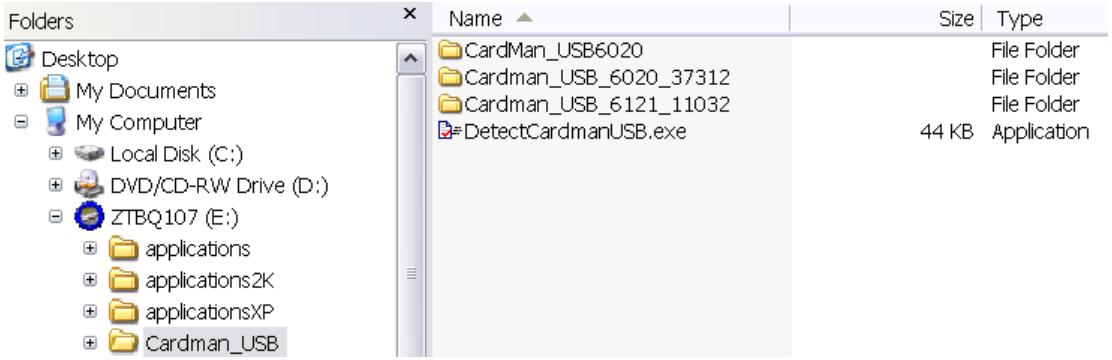


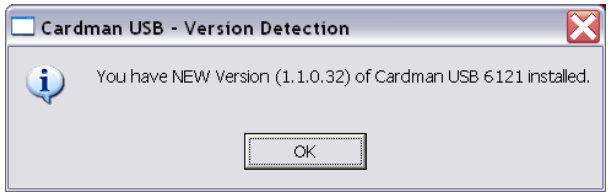
- SafeGuard Smarcard Provider installed (in Windows Control Panel)
- 6121 driver installed
- IST 2.x installed and running

Step 1 – Determine if the 6121 Driver is installed

When you insert the 6121, Windows may recognize the 6121 and pop up a corresponding message, or it may install the necessary driver if already present on your laptop.An easy way to check for installed drivers is to utilize the program on the Zeppelin Toolbox disk:

1. Insert the Zeppelin Toolbox CD. (If the disk auto starts, click on the Exit tab)
2. Open up a "My Computer" window and locate the CD drive containing the Zeppelin CD.
3. Right click, select "Explore" to show the contents of the CD.
4. Open the file called DetectCardmanUSB.exe." This program will tell you which smartcard driver is loaded:





NOTE: If no driver is installed, DO NOT follow the instructions it gives to fix the problem. Continue on with these instructions.

If the driver is not installed: Open up the \Cardman_USB\Cardman_USB_6121_11032\wxpw2k_ze_10 folder and run the install.exe file.
If the 6121 driver is installed, continue on to Step 3 below

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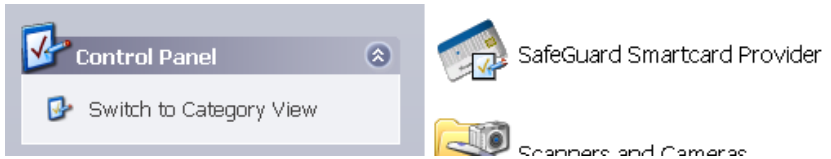
Step 2 – Determine if the SafeGuard SmartCard Provider is Installed

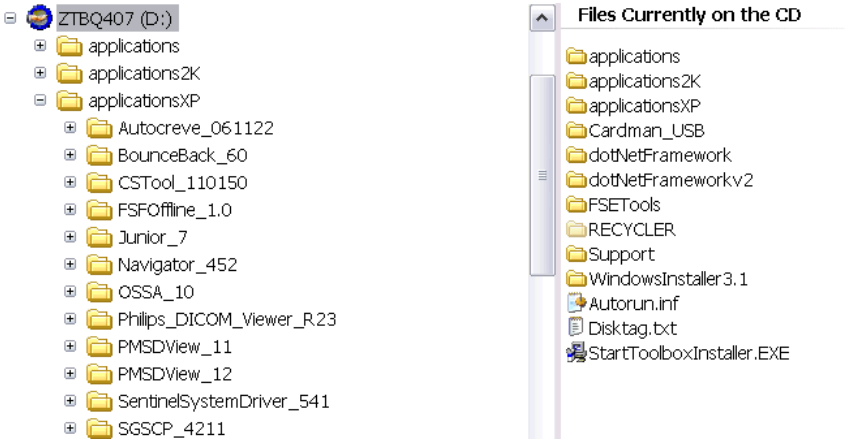
1. From the Windows Control Panel, look for an item called "SafeGuard Smartcard Provider."

2. If the SafeGuard Smartcard Provider is NOT present, Explore the Zeppelin disk and look for the install.exe file in: applicationsXP\SGSCP_4211\wxpw2k_ze_10

\applications\SGSCP_4211\w2k_ze_10 is the Windows2000 driver. The XP driver is in the XP folder.

NOTE: If this does not install correctly, contact the GCS HelpDesk for assistance (gcs.helpdesk@philips.com).

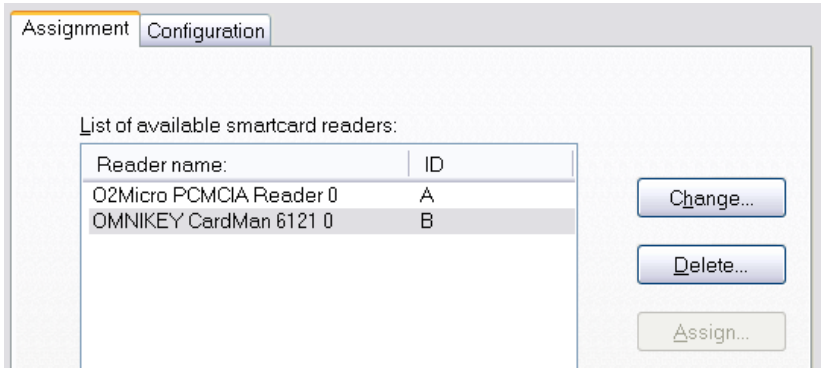




Step 3 – Assigning a Drive Letter to the SmartCard Device

3. Click on the SGSCP icon to set the drive letter for the 6121 device. The first time you see the window shown at the right, click on the 6121 in the Reader Name list and select Assign…. Allow the system to assign the next letter in the list and click OK.

NOTE: Some users have multiple devices in the list. It is important to make sure that the assignment letters are all being used in order (i.e. a, b, c…) and that no letters are skipped. The 6121 should be assigned letter A. Move the drive letters around if necessary.



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Step 4 – Charging the 6121

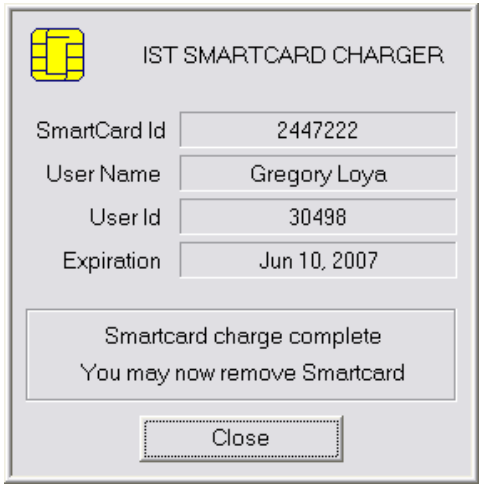
With IST 2.x running, insert the 6121 in the USB port. You should see the LED light up and the IST SmartCard Charger screen appear after a few moments.

The “charge” will download your IST entitlements to the hardware key and also change the password to your IST password.

The first time this is done, make sure you have an internet connection. From then on, you do not have to be on the internet to charge your smartcard.

If the smartcard **only gets registered** and does not charge, this is usually due to an IST profile issue – no entitlements or two profiles for the same person

The permissions are good for 30 days. Each time you insert the 6121, you will be pushed out to another 30 day expiration date.



Note: For those who also have a 6020 SmartCard set up, use the following instructions to get the 6121 set up completely.

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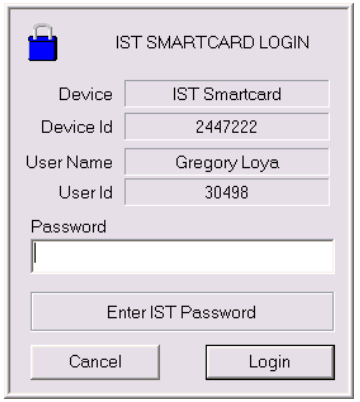
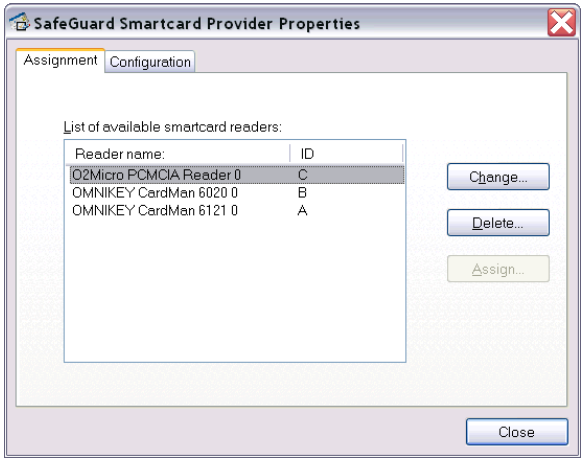
6020 SmartCard Users

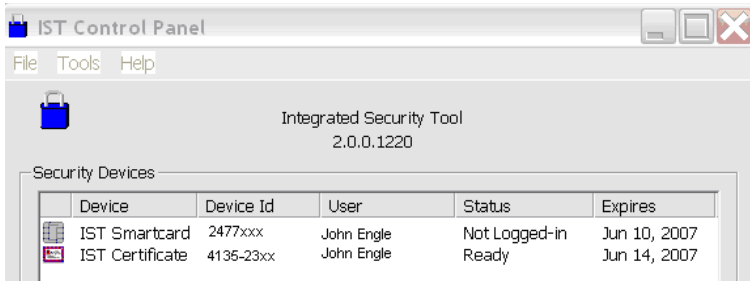
Users that already have a 6020 SmarCard set up: Instead of the 6121charging, you will be are prompted to **log into the device.** IST allows only one smartcard, but additional cards can be added.



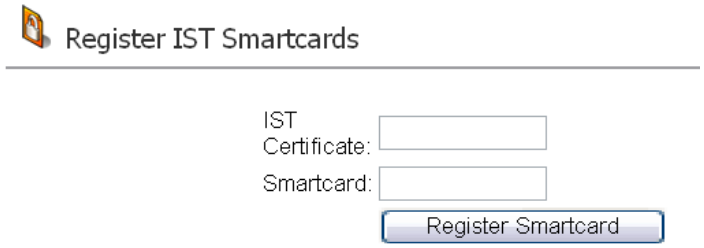
Your system should now have both the 5020 and 6121 drivers installed. You should also have set up the two SmartCards in the Safeguard SmartCard Provide (via the Windows Control Panel).



1. With IST 2.x running, insert the 6121.
2. Click on the IST blue lock icon in your system tray. Both the IST certificate and the SmartCard will appear in the list.
3. Write down the two numbers under the Device ID column and note which one is which.



4. Go to the IST Admin page: http://ist.cle.ms.philips.com/istadmin and enter the two numbers in the proper boxes.
5. Click on the Register SmartCard button. A message with your name on it should appear.
6. The SmartCard is now registered under your IST profile. Now when you insert the 6121, it will bring up the charge utility.



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TROUBLESHOOTING THE 6121 SMARTCARD

Symptom / Problem	Possible Solution / Instruction
SmartCard LED does not light when plugged in. Smartcard put in correctly?	Cut corner of smartcard should be out, near the top of the reader Gold side down.
Is the 6121 driver installed?	Insert the Zeppelin Toolbox CD. If it auto starts, exit the main menu. Explore the disc and find the Cardman_USB folder. There is an executable file that when run will tell you what driver you have. Do not use the instructions if they appear.
6121 appears in device manager under SmartCards, but has a notice that it is not working progperly.	The advice is to update the driver. The system will ask if you want to take the recommended way – do not do this. Refer to the detailed procedure for Updating the Windows SmartCard Driver
LED comes on but SmartCard does not charge	SmartCard has not been assigned a letter designation in the SafeGueard SmartCard Provide. Open the Windows Control Panel, click on the SGSCP icon to set the drive letter for the 6121 device. Click on the 6121 in the Reader Name list and select Assign…. Allow the system to assign the next letter in the list and click OK. This can also happen if this card is the second one being set up. IST allows for one by default, however more can be added. Refer to the Adding a Second SmartCard detailed instructions
6121 only gets registered when you plug it in and does not complete the charge.	Usually due to an IST profile issue – no entitlements or two profiles for the same person. Have an IST admin correct the profile.
“Error During Initialization” error occurs when launching the SafeGuard SmartCard Provider.	Uninstall the SGSC with the Zeppelin disk. Make sure the icon is no longer in the Windows Control Panel. Re-install the SGSCP and see if it launches properly. If this does not work, you will need to perform the SmartCard Hardware Key Fix (Advanced)
Cannot assign a letter to the smartcard since the SGSCP does not load properly and cannot locate a reader.	Refer to the SmartCard Hardware Key Fix (Advanced)

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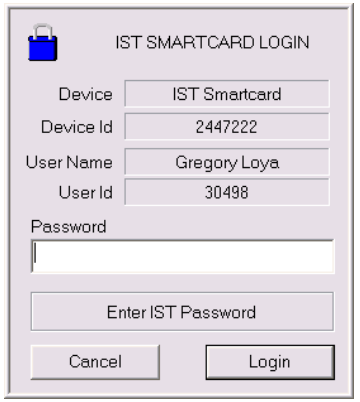
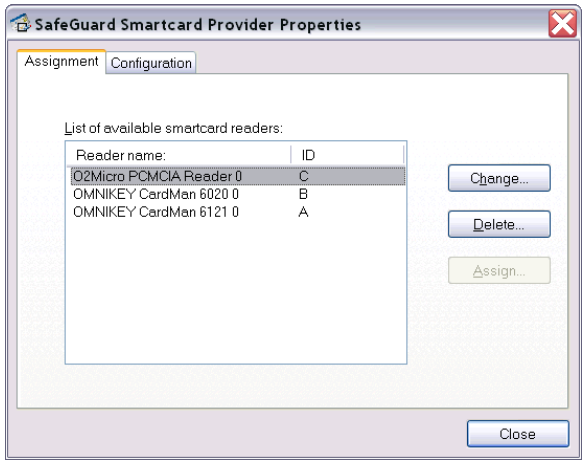
DETAILED INSTRUCTIONS FOR ADDING A SECOND SMARTCARD

For users that already have a 6020 SmarCard set up: Instead of the 6121charging, you will be prompted to **log into the device.** IST allows only one smartcard, but additional cards can be added.

Your system should now have both the 5020 and 6121 drivers installed. You should also have set up the two SmartCards in the Safeguard SmartCard Provide (via the Windows Control Panel).

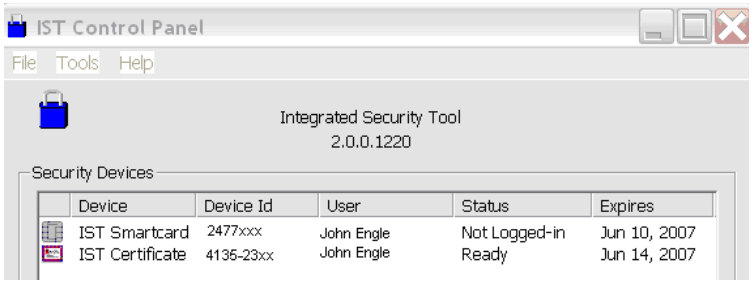




7. With IST 2.x running, insert the 6121.

8. Click on the IST blue lock icon in your system tray. Both the IST certificate and the SmartCard will appear in the list.

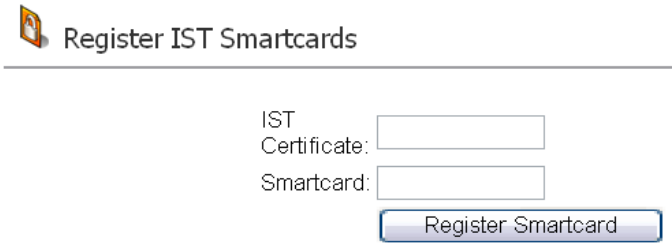
9. Write down the two numbers under the Device ID column and note which one is which.



10. Go to the IST Admin page: http://ist.cle.ms.philips.com/istadmin and enter the two numbers in the proper boxes.

11. Click on the Register SmartCard button. A message with your name on it should appear.

12. The SmartCard is now registered under your IST profile. Now when you insert the 6121, it will bring up the charge utility.



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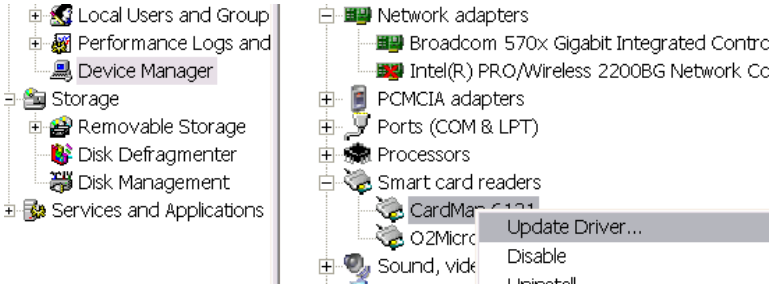
DETAILED INSTRUCTIONS FOR UPDATING THE WINDOWS SMARTCARD DRIVER

Regardless if the 6121 Zeppelin driver is loaded, Windows must still recognize the smartcard. If it does not, you will not be able to set a letter identifier to it and get it to work.



1. Right mouse click on My Computer, select Manage. The Device Manager will appear. Under Smartcard Readers, right mouse click on the Cardman item, select Update Driver…
2. When the Hardware Update Wizard appears, select "No, not this time" and click Next>.
3. Select "Install from a list or specific location (Advanced).
4. Select "Don't Search. I will choose the driver to install" and click Next>.
5. The device driver should appear in the Model list. If so, click Next> to load the driver. If the driver is found, it will update and the yellow warming symbol on the Smartcard Reader in the Device Manager will disappear.

   If the driver is not found, browse to the 6121 OmniKey driver folder (it may be looking for cmdiag.cpl, cxbu0wdm.sys, etc.) These files can be downloaded from the OmniKey web site (http://www.omnikey.com/index.php?id=69)

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SmartCard Hardware Key Fix (Advanced)

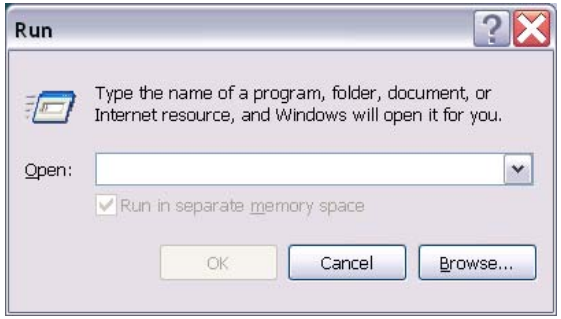
Symptom: Safeguard Smartcard provider does not appear in the control panel or you get an error indicating that there is no card present and you should repair the driver. (The "Repair" feature in the SGSCP Control Panel listing usually does not fix the problem.)

Note: Use the following procedure with caution as it modifies your Windows Registry.

1. Open the IST Control Panel and STOP IST.

2. Remove the PMSSEC apps - 6020, 6121 drivers if present, Safeguard/SmartCard Provider, PMSSEC Reader, Security Toolbox, via the Control Panel / Add Remove Programs utility. The SGSCP may have to be un-installed via the Zeppelin disk install/uninstall screen. A system reboot will be required.

3. Reinstall the SmartCard service: Click Start -> Run… at the Open line, type the following two commands, exactly, one at a time.


Run
Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:
Run in separate memory space
OK
Cancel
Browse...

Regsvr32 %windir%\system32\scardssp.dll

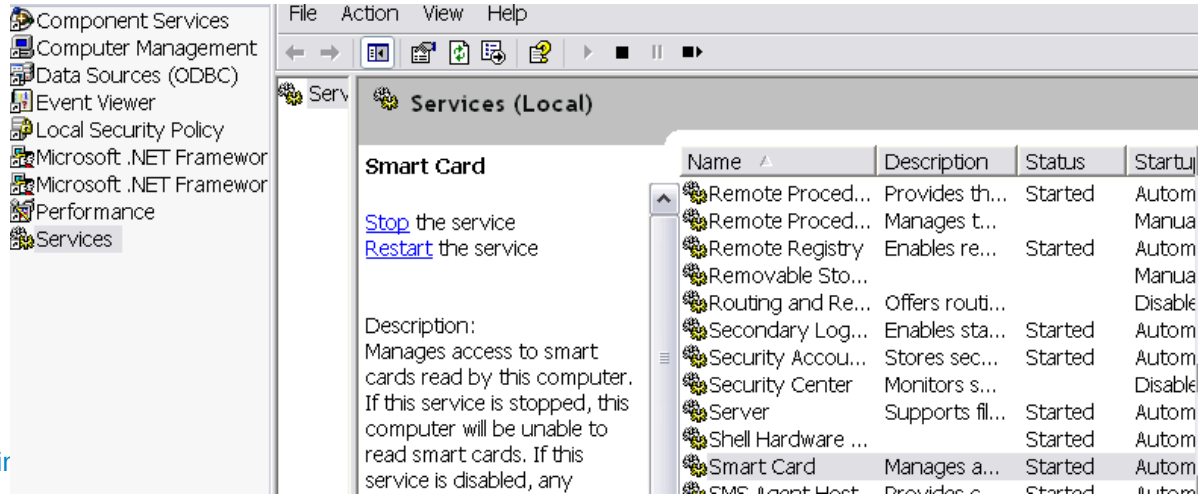
Scardsvr reinstall

(The re-install should complete. If the DOS window does not disappear check the SmartCard service – it will probably say "Starting." Click on the Properties option. Most likely the option buttons will be dimmed, indicating a user permission issue. In this case, you will not be able to complete this procedure.)

4. Make sure that the ScardCard Service is running:

   Control Panel, Administrative Tools, Services. Look for the SmartCard in the list. Right click on the SmartCard choose Properties and set to Automatic if needed.

   Close out of the Administrative Tools windows when complete.



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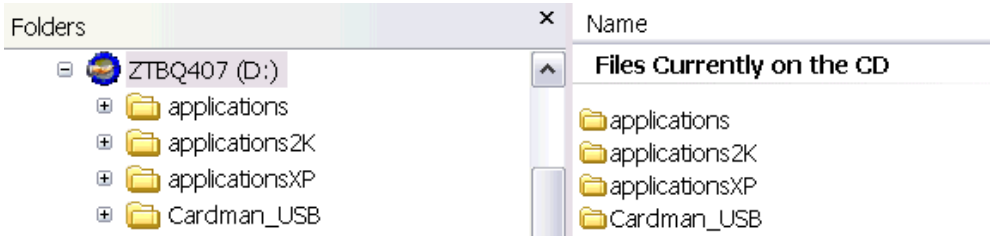
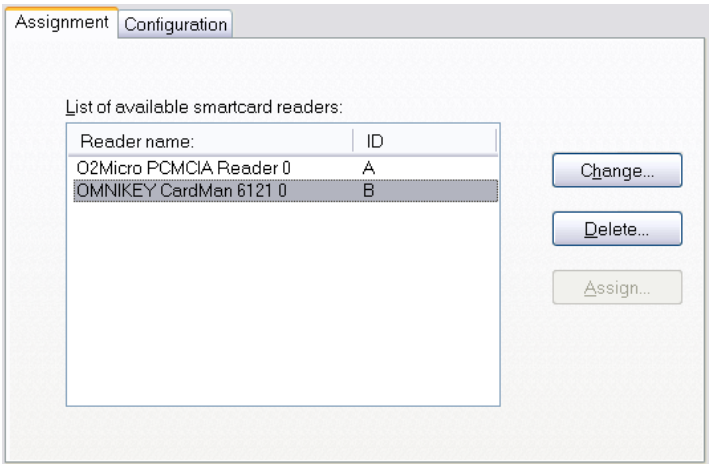
5. Find the Scard_xp.reg file and double click on it to execute. Answer “yes” to the question. You should be notified of its success. (This is a patch supplied by the smartcard manufacturer.)

6. Install the proper driver for the associated hardware key from the Zeppelin disk (6020 or 6121). Explore the disk and look for the Cardman_USB folder. Then choose the appropriate driver and install. Reboot.



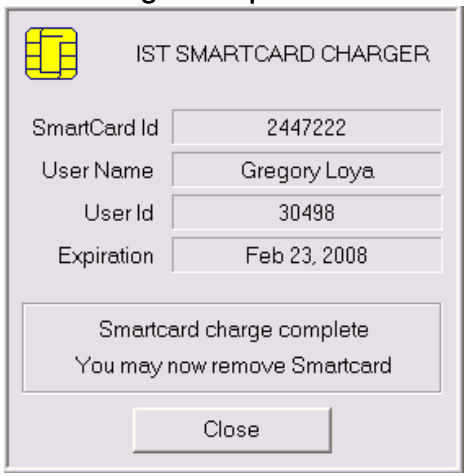
7. Explore the Zeppelin disk again and Install the SGSCP_4211. Make sure you choose the proper program based on the OS folder. Reboot.

8. Insert the hardware key. Open the Windows Control Panel, Safeguard/SmartCard Provider. Assign a letter to the hardware key (preferably A, even though the graphic shows B). Close the SGSCP.



9. Remove the hardware key. Make sure IST is started and you are logged in. Insert the hardware key – the charge utility should appear. If you have the IST Control Panel open, you will see the SmartCard appear and is set to “not logged in.”

   If the charge utility appears and finishes as show below, then you are done. The charge is like your IST certificate, lasting 30 days before renewing. The password for the smartcard is your IST password.



If the password box appears, cancel it.

Go to the IST admin page (http://ist.cle.ms.philips.com/istadmin) and register the hardware key with the ID numbers in the IST control panel. After it registers for the user on the admin page, do a RENEW in the IST Certificate Administration page. Remove the key, then insert it and the charge program should pop up and charge the key.

If the screen simply says “smartcard registered” and does not charge this usually indicates you are not on the internet. For the first charge, an internet connection is necessary. Subsequent charges can be done locally and do not require an internet connection.

10. Now you can re-install the items removed earlier, such at the PMSSEC reader, etc.

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